



Community Based Care: Hardee, Highlands & Polk Counties

# Foster Caregiver Level 1 Satisfaction Survey Results

**2023**  
Reported in 2024

## DEMOGRAPHIC INFORMATION

LENGTH OF TIME LICENSED	PERCENTAGE
0-12 Months	47%
1-2 Years	34%
2 Years or More	19%

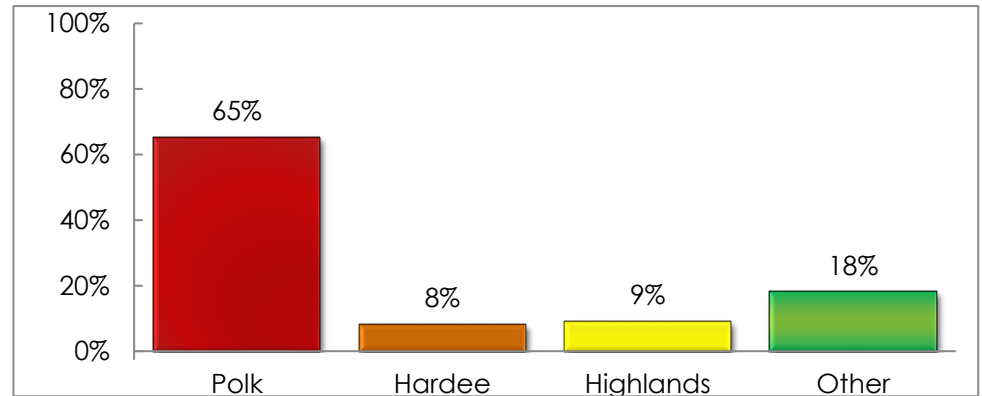
## RATING SCALE

A = Excellent	D = Poor
B = Good	F = Failing
C = Average	NA = Not Applicable

## SURVEY RESPONSE RATE



## Percentage of Responses by County



## SATISFACTION RESPONSES

SATISFACTION QUESTIONS	2021	2022	2023
1. How satisfied are you with the online Caring for Children training provided to you as required for initial Level 1 Licensing?	100%	99%	100%
2a. How satisfied are you with the interactions you have had with the Kinship Navigator and/or Peer Navigators for HFC?	99%	95%	97%
b. Heartland for Children Licensing Staff?	100%	97%	97%
c. Case Managers?	83%	87%	88%
d. Protective Investigator(s) with DCF?	NA	97%	89%
e. Guardian Ad Litem(s)?	98%	95%	96%
3. How satisfied are you with the Caregiver Support Groups?	93%	95%	100%
4. How satisfied are you with the follow-up/support calls that you receive from HFC?	94%	91%	94%

5. How satisfied are you with the training opportunities provided to you by HFC after your home was licensed?	97%	95%	95%
6. How satisfied are you with the timeliness and accuracy of your foster room and board payments?	95%	92%	88%
7. If the child needed health care, access to primary health care?	99%	97%	95%
8. If the child needed dental care, access to dental care?	98%	89%	92%
9. If the child needed mental health services, access to services?	96%	88%	80%
10. If the child needed mental health services, quality of the services?	94%	91%	89%
11. Overall, how satisfied are you as a foster caregiver with HFC?	98%	91%	95%

Quality Parenting Initiative Survey Questions	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
12. My team works for the good of the children and puts their needs first.	59%	26%	10%	3%	2%
13. I know what is expected of me as a foster caregiver.	74%	23%	0%	2%	1%
14. The case manager and I have a respectful working partnership.	61%	25%	8%	4%	2%
15. Members of the entire child welfare team treat each other with respect.	55%	29%	11%	3%	2%
16. As a foster caregiver, I make normal decisions about the child(ren)'s participation in activities.	76%	21%	2%	1%	0%
17. My experience is that transitions are handled in a developmentally sensitive manner.	44%	26%	22%	4%	4%
Quality Parenting Initiative Survey Questions	Always	Often	Sometimes	Rarely	Never
18. I work with birth parents.	43%	9%	15%	12%	21%

SATISFACTION QUESTIONS	PERCENTAGE YES		
	2021	2022	2023
19. Have you participated in a Comfort Call upon a new child being placed in your care?	22%	28%	28%
20. Do you feel that adequate support services are available to you and the child(ren) placed in your care?	90%	88%	85%
21. Do you feel that you are considered a valuable team member caring for children?	93%	90%	92%
22. Do you feel that you receive good customer service from the child welfare system as a whole?	87%	79%	84%
23. Do you feel that you receive good customer service from HFC, Caregiver Support Department?	93%	90%	96%
24. Do you feel that your service to children is appreciated by the child welfare system staff?	91%	90%	90%
25a. As a foster caregiver, have you been invited to attend school meetings and provide updates regarding the child(ren) in your care?	90%	90%	97%
25b. As a foster caregiver, have you been invited to attend staffings and provide updates regarding the child(ren) in your care?	72%	84%	84%
25c. As a foster caregiver, have you been invited to attend court proceedings and provide updates regarding the child(ren) in your care?	92%	90%	92%
26a. Do you feel you have been treated as a full partner with Case Managers?	83%	83%	80%
26b. With the HFC Licensing/Caregiver Support Department?	96%	94%	93%
26c. With GAL(s)?	96%	91%	90%
26d. With CLS?	82%	78%	81%
26e. With Independent Living Coach?	78%	75%	91%
27. Have you worked with and supported the biological parents or other relative(s) of the children placed with you to achieve reunification when the goal was reunification?	76%	76%	73%
28. During this past year, some visits have been virtual: Did you still feel connected to your HFC Licensing Specialist, even though your home visits may have been virtual?	100%	99%	97%